



## ARIZONA PROCUREMENT QUARTERLY

*A Publication of the Arizona State Procurement Office*

### Inside this issue:

New State  
Procurement  
Administrator

New Deputy State  
Procurement  
Administrator

Training & Compliance

Strategic Contracts  
Update

CPO Perspective: Lean  
Management at DEQ

Get to Know the  
SPO Staff

Bid Openings

### Get to Know SPO

Every five years, SPO issues new solicitations to identify the vendors who offer the best value for State employee benefits, including Medical, Pharmacy and Vision insurance.

SPO staff are currently working diligently to establish new contracts for these important benefits in time for open enrollment this October!

### Barbara Corella Named State Procurement Administrator



In May, Barbara M. Corella was appointed Arizona's new State Procurement Administrator (SPA) following her transfer to the State Procurement Office in January of this year.

Barbara was originally hired to SPO as Deputy SPA, but quickly assumed the role of interim SPA. In her 25 years employed at the State of Arizona, Barbara has built an impressive career in procurement and government administration. She looks forward to strengthening the procurement process in Arizona through increased consistency, fairness and transparency.

### New Deputy State Procurement Administrator: Leslie Welch

The State Procurement Office extends a warm welcome to Leslie Welch, the new Deputy State Procurement Administrator. She joins us from the Arizona Department of Gaming, where she began her career in state service in 1998. Leslie's roles at the Department of Gaming



included Manager for the Procurement and General Services Unit, and most recently, Director of the Office of Problem Gambling.

Leslie holds an undergraduate degree from Arizona State University and a graduate degree from Northern Arizona University in Public Administration and Management. Among her other certifications and credentials, Leslie has maintained her status as a Certified Professional Public Buyer since 2006.

### Training & Certification, Compliance Programs Launch

Procurement Reform has many facets aimed at ensuring a consistent, fair and transparent process for all parties involved in procurement within the State of Arizona. Two of the components of reform—the procurement training and certification program, and the compliance program—work together to reinforce the foundation of procurement operations at agencies throughout the State.

The SPO Procurement Certification Program, which launched in July 2014, will help create a baseline of practical knowledge for procurement professionals at all levels. To start, three computer-based training modules (CBTs) are now available for State employees through the training portal in Y.E.S. These introductory CBTs will be centered on the "Define" phase of the procurement process model, with topics including an overview of the certification program, significant procurement role issues, and defining

procurement parameters for a new solicitation. Employees will be required to complete these CBTs before attending an in-person training session.

The Procurement Certification Program is composed of 18 CBTs and seven live classroom events. The information and content presented in the CBTs will be enhanced and enriched by employees' participation in the live training events.

*(continued on page 2)*

How should Jane  
handle this  
situation?



#### Meet Jane!

Voted as the face of the training program's CBTs, Jane will guide trainees as they learn how to tackle common procurement conundrums.

## Training and Compliance Programs, continued

A team of procurement subject matter experts partnered with SPO's Chief Learning Officer to develop curriculum that is both relevant and timely.

To coincide with the rollout of the training and certification program, the SPO Compliance Program was fully launched on July 1st, 2014. Since September 2013, it has undergone extensive development, editing, and shaping to become a program that meets the needs of our stakeholders. A special thank you goes out to all of the CPOs who dedicated time to assist on a range of workgroups during development. The Compliance Program is a living program and will continue to evolve as state procurement, as a profession, also develops.

The Compliance Program now offers procurement personnel the following resources:

**Procurement Performance Reviews:** A one-on-one review of procurement practices at your agency with the SPO Compliance Officer to identify best practices and to develop remedies to help prepare agencies for audit.

**Control Self-Assessment:** A resource which many agencies will be scheduled to complete, but is also available to all agencies to self-assess their procurement practices and to help prepare for audit.

### The SPO Platinum Compliance Award:

This award, with the State Procurement Administrator's final approval, will be awarded annually to agencies with top-tier procurement compliance, and may be posted to the agency's website (subject to each agency's respective IT department guidelines).



**The SPO E-Comply Hotline:** State procurement is a transparent process dedicated to full-disclosure. As such, managers are encouraged to maintain a

clear and consistent open-door policy to address procurement compliance concerns or questions as they arise. However, if a procurement officer feels it is necessary, questions and concerns may be directed, both anonymously and confidentially, to the SPO Compliance Officer by visiting <https://spo.az.gov/administration-policy/compliance>.

Completed Procurement Performance Reviews will be showcased on the SPO Compliance website for the benefit of all agencies to identify their own opportunities for self-improvement. Through coordination with the SPO Training & Certification program, SPO Compliance will assist in disseminating best practices identified for the benefit of all agencies.



### Strategic Contracts: Unlocking Purchasing Power for AZ

The following statewide contracts/agreements were recently awarded:

- Safety Training Services Contracts:  
ADSP014-074360  
ADSP014-074361  
ADSP014-074362  
ADSP014-074363
- CA Mainframe and Distributed Software Master Agreement:  
ADSP014-067615

The following statewide contracts will be awarded soon:

- IT Research and Advisory Services (ITRAS)
- Medical Exam Services
- Financial Advisors

## Upcoming SPO Events

### Procurement File Stakeholders Meeting

Wednesday, July 16, 2014

1:00pm–2:30pm

ADOA Conference Room 460

### Set Aside Committee Public Meeting

Thursday, July 17, 2014

1:30pm–3:00pm

ADOA Conference Room 300

### Veterans Business Procurement Fair

Friday, September 5, 2014

9:00am–3:00pm

ADOT

Human Resource Development Center  
1130 North 22nd Ave., Phoenix, AZ 85009

### Small Business Procurement Fair—Tucson

Date, time & location to be determined.

Please contact [jan.hart@azdoa.gov](mailto:jan.hart@azdoa.gov) if you would like to receive updates.

### Set Aside Committee Public Meeting

Wednesday, October 15, 2014

1:30pm–3:00pm

ADOA Conference Room 300

## CPO Perspective: Lean in Thought, Lean in Action

By Teena Ziegler, Chief Procurement Officer  
Arizona Department of Environmental Quality

When visitors arrive at the Arizona Department of Environmental Quality (ADEQ), one of the first things they notice is the striking visual management tools located throughout the building. In many entry ways and conference rooms you will find a large, visually compelling poster listing the 10 habits the agency has adopted as its “true north” for developing a culture of continuous improvement. “The ADEQ Way,” as it has come to be called, is admittedly aspirational; we readily accept that employees have not fully internalized these habits – yet. But the agency is committed to the endeavor because we see the habits as the embodiment of our core values, and as such, they can serve as our internal compass to guide decision-making through good times and bad.

Another visual management tool a visitor can’t help but see is the “ADEQ Board” that every unit and team in the agency maintains to help turn great questions and ideas into actionable improvements projects that tie to the agency’s Strategic Plan. We developed the concept for the boards in consultation with the Government Transformation Office, which Governor Brewer established to help agencies answer her call in the Four Cornerstones of Reform to improve and modernize state government operations.

ADEQ has aggressively adopted Lean management principles and techniques to reduce waste from its systems and processes in order to improve its ability to deliver optimal value for customers and build capacity to further the agency



mission. For ADEQ, this has been something of a necessity, as the department no longer receives General Fund appropriations and must rely on fees and other customer payments to fund nearly 85% of its operations (the remainder comes from federal grants). Lean deployment is one of five strategies that ADEQ identified in its Strategic Plan to restore capacity within the new reality following the Great Recession.

The results have been impressive. Of particular note for State procurement officers, we have reduced the time it takes to create a purchase order by 16%, while time to complete a solicitation went from 100 days to 82, with a five year goal of 60 days.

To further advance the agency’s Lean transformation, ADEQ recently contracted with a highly regarded consultant from the Lean Enterprise Institute, Joe Murli of The Murli Group, to introduce our executive management team to the Lean Management System (LMS) via an intensive two-day workshop that focused on Lean leadership behaviors. The role of the leader is to recognize that 75% or more of organizational problem solving occurs at the front-line staff level, and thus leaders must build staff’s problem solving muscle by closely examining individual business processes to see if each is delivering the desired results. Standard work is critical to the success of LMS because it allows for more solutions and measurement to determine if progress is occurring.

My colleagues and I agree that this workshop was one of the most rewarding we have experienced over our careers, and we are excited about where our journey will next take us.

## Get to Know SPO: Barbara Corella, State Procurement Administrator

Learn more about the movers and shakers at SPO. First up, the State Procurement Administrator herself, Barbara Corella.

### What do you like most about working for SPO?

The variety—Purchasing in general consistently gives you the ability to continually learn about new things. SPO has enhanced that process by including administrative and legislative issues as well.

### Where is your favorite vacation destination?

Europe. I love the history, architecture, and cultural diversity.

### Who is your hero and what three words would explain why?

Mother Theresa: Commitment, Fearless, Selfless.

### If you could have lunch with any person not related to you, living or dead, who would it be and why?

Madame (Marie) Curie. I would really like to hear about her experiences in overcoming social and cultural stereotypes.

### What is your idea of perfect happiness?

Having the people I love be happy, healthy and safe.

### If you had to pick one, what reality TV show would you most like to appear on?

Seriously, NO. But if I had to choose one: Amazing Race.

### What is your favorite hobby?

Reading. I love the ability writers have to transport readers into the story.

### What do you consider your greatest achievement?

Achieving my MBA. After being out of school for so long (no, I won’t tell you how long), I made the commitment to return to complete an MBA. However, things had definitely changed. I completed my MBA 100% online and learning that new classroom environment was enlightening as to how the academic environment has really changed.



Clipart courtesy FCIT





## Upcoming Bid Openings

Visit <http://procure.az.gov> for more information.

Bid #	Description	Bid Opening Date
COCO14-00004272	SOQ: On-Call Consulting, Training & Facilitation Services	7/15/2014 2:00:00 PM
ADSP014-00004221	Case Management Software and Services	7/15/2014 3:00:59 PM
ADSP014-00004122	TENT RENTALS	7/15/2014 3:00:59 PM
ADSP014-00004089	IT Research and Advisory Services	7/15/2014 3:01:00 PM
COCHA14-00004266	City of Chandler Gilbert Road Improvements Phase III - Chandler Heights Rd. to Hunt Highway	7/16/2014 3:00:00 AM
ADES15-00004288	Repair and Maintenance of Weighing Equipment-Scales- Talking and Non-Talking	7/16/2014 3:00:59 PM
ADES14-00004206	District 6 - OCCUPATIONAL/VOCATIONAL EDUCATION Training & Technical Assistance for Center & Home	7/16/2014 3:00:59 PM
ADES14-00004205	District 5 - OCCUPATIONAL/VOCATIONAL EDUCATION Training & Technical Assistance for Center & Home	7/16/2014 3:00:59 PM
ADES14-00004204	District 4 - OCCUPATIONAL/VOCATIONAL EDUCATION Training & Technical Assistance for Center & Home	7/16/2014 3:00:59 PM
ADES14-00004203	District 3 - OCCUPATIONAL/VOCATIONAL EDUCATION Training & Technical Assistance for Center & Home	7/16/2014 3:00:59 PM
ADES14-00004202	District 2 - OCCUPATIONAL/VOCATIONAL EDUCATION Training & Technical Assistance for Center & Home	7/16/2014 3:00:59 PM
ADES14-00004201	District 1 - OCCUPATIONAL/VOCATIONAL EDUCATION Training & Technical Assistance for Center & Home	7/16/2014 3:00:59 PM
ADES14-00003580	Nursing Services Intermediate Care Facilities for Individuals with Intellectual Disabilities	7/16/2014 3:00:59 PM
COCHA14-00004245	City of Chandler Valve Maintenance (Water distribution valves 6-16")	7/17/2014 2:00:00 PM
ADOC14-00004233	Paralegal Services for ASPC-Winslow, ASPC-Winslow/Apache Unit, ASP-Kingman 15-022-19	7/17/2014 3:01:00 PM
COCHA14-00004263	City of Chandler CM @ Risk Construction Services for Water/Wastewater Plant Control System Upgrades	7/17/2014 4:00:00 PM
AAGO14-00004286	Gasoline and Diesel Price Survey FY15	7/18/2014 3:00:00 PM
DEMA14-00004274	Purchase of a New Motor Grader	7/18/2014 3:00:59 PM
ADES15-00004298	Repair and Maintenance of Talking and Non-Talking Money Management Equipment	7/22/2014 3:00:00 PM
ADHS15-00004284	American Society of Addiction Medicine (ASAM) Training	7/22/2014 3:00:00 PM
ADPS14-00004225	Electronic Fingerprint Applicant Services	7/22/2014 3:00:59 PM
ADSP014-00004158	BOOTH DECORATOR	7/22/2014 3:00:59 PM
ADHS14-00004028	Printing Services	7/22/2014 3:00:59 PM
ADPS14-00003903	Cockpit modifications, interior refurbishment, exterior painting of DPS Beechcraft B200 aircraft	7/23/2014 3:00:59 PM
COCHA14-00004277	City of Chandler Airport Runway / Taxiway Erosion Control	7/23/2014 4:00:00 PM
COCHA14-00004280	City of Chandler Annual Engineering / Consulting Services	7/24/2014 3:00:00 PM
ADSP014-00003944	Financial Advisor Services	7/24/2014 3:00:59 PM
ADES14-00003263	Training Self-Determination and Self-Advocacy	7/24/2014 3:00:59 PM
ADED14-00004144	Statewide Arizona Assessment	7/25/2014 3:00:00 PM
ADVS14-00004273	Arizona Veterans' Memorial Cemetery at Marana, Phase One Construction Services	7/28/2014 3:00:59 PM
ADPS14-00003184	Law Enforcement Lodging Facility Services, Phoenix Metro Area	7/28/2014 3:00:59 PM
ADOT14-00004137	Mobile Audiometric Services	7/30/2014 3:00:59 PM
ADHS14-00004134	Fit at Fifty HealthCheck Program	7/30/2014 3:00:59 PM
ADOC14-00004022	15-001-24 Food Service Management for Correctional Officer Training Academy	7/30/2014 3:01:00 PM
ADSP014-00004292	Adobe Mountain Fire Improvement	7/31/2014 3:00:59 PM
ADOT15-00004297	Water and Wastewater Services including Operators, Operation and Maintenance	8/5/2014 3:00:00 PM
ADOC14-00004234	CDU Security Upgrades for ASPC-Douglas (15-020-15)	8/7/2014 3:01:00 PM



Vendors, register on ProcureAZ to receive notifications about future solicitations.

Visit <https://spo.az.gov/contractor-resources/procureaz-resources-for-vendors>

to view FAQs, user guides and a webinar developed specifically for vendors.

The ProcureAZ Help Desk can be reached at 602-542-7600 or [procure@azdoa.gov](mailto:procure@azdoa.gov) Monday through Friday from 8:00am to 5:00pm MST.

## ProcureAZ Training Schedule

State Employees (Register through [Y.E.S.](#))  
Solicitations & Contract Management  
9am—4pm: 7/17, 8/14, 9/11

On/Off Contract Ordering  
9:30am – 12:30pm:  
7/10, 7/24, 8/7, 8/21, 9/4, 9/18

### Vendors

(Registration is posted as a News Item in ProcureAZ at the beginning of each month. Space is limited.)

Vendor Training Webinar  
10am—11:30am: 8/28, 9/25

## State Procurement Office

Located within the Arizona Department of Administration, SPO serves as the State's central procurement authority and is responsible for the authorization, oversight and management of the contracting and purchasing activities of the State.

ADOA Building  
100 N 15th Ave., Suite 201  
Phoenix, AZ 85007

Phone: 602-542-5511

Fax: 602-542-5508

E-mail: [spo@azdoa.gov](mailto:spo@azdoa.gov)

<http://www.spo.az.gov>

We welcome your feedback regarding what you might like to see in future newsletters. Please send comments and suggestions to [danielle.webster@azdoa.gov](mailto:danielle.webster@azdoa.gov).

## Get to know SPO

SPO has a dedicated project team working on the ProcureAZ enhancements necessary to support the BREAZ launch next year.